

| DATA ITEM DESCRIPTION | |
|---|--|
| 1. TITLE COMMERCIAL SUPPORT DOCUMENTATION (CSD) | 2. IDENTIFICATION NUMBER DID- L018 |
| 3. DESCRIPTION/PURPOSE 3.1 Provides the requirements necessary for the commercial support documentation (CSD) to support equipment purchased from the vendor. | 4. APPROVAL DATE 7/15/10 |
| | 5. RESPONSIBLE OFFICE FAA Logistics Center |
| | 6. REFERENCE FAA AMS |
| 7. APPLICATION/INTERRELATIONSHIP <p>7.1 This Data Item Description (DID) contains the format and content preparation instructions for the data product generated by the specific and discrete task requirements as delineated in the contract.</p> <p>7.2 Maintenance Concept:</p> <p>1. FAA technicians will perform all of the tasks the Contractor's Customer Service Engineer or Field Service Engineer(s) perform during visits to a customer site(s). Tasks must include, but are not limited to, inspection of equipment, troubleshoot/diagnosis to fault, removal of failed parts/LRU(s), replacement of failed parts/LRU(s) and validation and certification (if applicable) that the system is operational and available for operation.</p> <p>2. The level of documentation and training provided to the government (FAA technicians) must therefore be commensurate to that provided by the Contractor to their Customer Service Engineers or equivalent Customer/Field Service Personnel.</p> | |
| 10. PREPARATION INSTRUCTIONS <p>10.1 Format Contractor format is authorized and encouraged. Whether produced by Automated or Manual means, it must be three-hole punched at the left side for use in a standard three-ring binder. A single copy of the deliverable must consist of both a paper copy and an electronic media disk(s).</p> <p>In addition to the technical instruction books with the equipment, the Contractor must deliver one camera ready copy of the technical instruction book to the Government. All technical instruction book text must be provided to the Government in MS Word (*) 2003 format on CD media. All graphics used in the technical instruction book must be provided to the Government in the contractor's format on CD media. (*) MS Word is the trademark of Microsoft Corporation.</p> <p>10.2 Baseline Documentation The Government product baseline for all items ordered under this contract must consist as a minimum of the documentation listed below:</p> <ol style="list-style-type: none"> 1. Technical Instruction Manuals (applicable to ordered hardware, software, &/or firmware) 2. Service/Technical Bulletins (applicable to ordered hardware, software, &/or firmware) 3. Maintenance Manuals (applicable to ordered hardware, software, &/or firmware) 4. Engineering Drawings & Schematics (applicable to ordered hardware, software, &/or firmware) 5. Illustrated Parts Breakdowns(s) (IPB) (applicable to ordered hardware) 6. Commercial Parts and Price Lists(s) (applicable to ordered hardware, software, &/or firmware) 7. Applicable Commercial Catalogs (applicable to ordered hardware, software, &/or firmware) 8. Other documentation, as requested by the Government | |